

Recruitment, Hiring and Retention Plan

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Dr. David Chandler
Commissioner
Department of Child Protection Services
(601)359-4458
David.Chandler@mdhs.ms.gov

EXHIBIT 4
T. Cheeseman
11/27/18

Ginger H. Brooks CCR, CRR, RPR, RSA

EXHIBIT B

welfare workers in their roles. We believe decreased workloads, increased salaries, the Secondary traumatic stress, burnout, and turnover historically impact the longevity of child emphasis is to ensure caseloads are manageable with sufficient staff to effectively manage focus on selecting, onboarding and developing a competent child welfare staff. Our primary Services (DCPS) submits this Recruitment, Hiring and Retention Plan. The workforce plan will Pursuant to §6.b of the Interim Remedial Order, the Mississippi Department of Child Protection and capacity to keep children safe and strengthen families. retention of child welfare staff as well as improve the public's confidence in the agency's ability deployment of enhanced technology, and competent supervision will support recruitment and Though it can be very rewarding, child welfare work is also extremely challenging.

II. Analyzing Staffing Needs

complete a point in time caseload audit based upon the new weighted caseload standards set In accordance with §6.a. of the Interim Remedial Order, DCPS worked with Public Catalyst to the department needs to create manageable workloads. coupled with accounting for vacancies and regular turnover will determine the number of staff those that carry more than one type of case. Applying these standards to the caseload audit minutes-based methodology but a clear weighted formula for caseload carrying staff, including forth in the November 24, 2015 Organizational Analysis. The new standards will no longer use a

specific county or region to assist with the processes. Counties without a team lead had a designated point person to work within the remaining counties in the region to conduct and complete the workload counts and validation. An audit support team lead was assigned to a As part of the audit process, DCPS identified the counties or regions that would need support to complete the workload audits.

assigned for supervision, and foster care and in-home cases. Findings were recorded using an reviewing and validating the accuracy of the assigned investigations, inquiries, resource homes Field Operations provided staff with service type definitions and counting instructions for were assigned to licensure and adoption staff. assigned to case members, inquiries that were no longer needed were closed, and foster homes Family Service Plans (FSP) were made as needed to ensure that the correct direct services were (including licensure/adoption staff) and ASWSs. During the review and validation, edits to Excel template provided by Public Catalyst. This process was completed for all workers

results from all counties and tally the direct services by ASWS/worker, region and then A subgroup of team leads convened after the workload audits were complete to combine the ultimately the state totals. The caseload standards that were used are described in the chart

DCPS New Caseload Standards

THE PROPERTY OF PERSONS ASSESSED.	DI TO からの大きなない。A COLO TO LONG	100% Capacity
Child Protection Workers (Investigations Level 2 and 3)	14 Investigations	0.0714
Ongoing Foster Care Workers	14 children	0.0714
(Placement Responsibility & Service)		
Ongoing Foster Care Workers		0.0357
(Placement County of Responsibility)		
Ongoing Foster Care Workers		0.0357
(Placement County of Service)		
In-Home Protection Workers	17 families	0.0588
(Protection Responsibility & Service		
and ICPC Incoming)		
In Home Protection Workers		0.0294
(Protection County of Responsibility)		
In-Home Protection Workers		0.0294
(Protection County of Service)		
In-Home Dependency/Prevention	25 families	0.04
(Prevention Responsibility & Service)		
In-Home Dependency/Prevention	THE REAL PROPERTY OF THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED	0.02
Workers		
(Prevention County of Responsibility)		
In-Home Dependency/Prevention		0.02
Workers		
(Prevention County of Service)		
New Application Licensing Workers	15 homes	0.0667
(Resource Inquiry, ICPC Application		
Renewal Licensing Workers	36 homes	0.0278
(Resource Home Supervision and		
Resource Renewal)		
Adoption Workers	9 children	0.1111
(Adoption County of Service)		
Abuse and Neglect Intake Workers	118 Intakes	0.0085

a position. Based on the information related to turnover we have at this time it appears the of new positions that need to be allocated to each region. The same methodology was used for was then subtracted from the number the audit shows the agency needs to get a total number training to identify the total number of current positions available. The number of vacancies current frontline and resource staff, the number of vacant positions, and the staff presently in workloads to a manageable level. The division arrived at this number by totaling the number of ASWS staff. For each county, the number was rounded to the nearest whole number to create caseloads weights, DCPS has determined 509 additional positions are needed to bring After completing the analysis of existing staff, vacancies and turnover employing the new

needed, by type, within in each region or county is attached as Appendix A agency has a turnover rate of around 15%. To account for this turnover a 15% increase in rounded up to the nearest whole number. A table of current staffing and new positions positions by county was included in the total number of staff needed. This number was also

whether a new PIN is needed in that county. Supervisor ratios will remain 5 workers to 1 ASWS compare any previous workload trends. Going forward, a workload of 1.0 will help us evaluate and new caseload data are calculated using different methodologies, we are not able to readily forecast the number of staff needed for future budget requests by the agency. Since the prior These caseload weights and updated workload reports and methodology will be also used to

Managing the Onboarding Process

Hiring Infrastructure and Objectives

resources capacity. In the immediate future, DCPS Human Resources has three objectives: construct will enable us to utilize the existing MDHS structure while building our own human DCPS is currently establishing its own "in-but-not-of-"structure for Human Resources.

- Initiate a streamlined, efficient hiring process;
- Hire support staff in the regions to serve as single points of contact for all personnel transactions; and
- Facilitate a transition plan to take over all aspects of human resources services

tax information, making efficient use of agency positions, maintaining compliance with organizational structure and job classifications, documentation of time-cards including payroll, and children served by DCPS staff. Human Resources services include, but are not limited to, Office and the field so that the focus of regional and county office work can be on the families employment laws and regulations, facilities maintenance, and partnering with the Professional recruitment for vacant positions, processing new hires and separations, facilitating agency Development Unit to onboard field staff. The goal of the newly established DCPS Human Resources unit is to provide support to the State

Recruiting Staff

challenges with hiring. We believe with increased salary, changes in the ASWS job educational requirements. As a result there are areas of the state that have experienced qualifications, and increased supervisory support due to lower workload, we will be able to break through these barriers. The barriers to hiring staff have historically been related to low salaries with increased

applicants. DCPS HR will advertise the positions below on the agency's new website and SPB website for continuous recruiting of these positions. Board (SPB). However, DCPS HR will utilize their services in order to effectively recruit qualified On July 1, 2016, DCPS HR will not operate under the purview of the Mississippi State Personnel

- DHS-Family Protection Worker I/4554
- DHS-Family Protection Worker II/4555
- DHS-Family Protection Specialist/4556
- DHS-Family Protection Specialist Senior/4557
- DHS-Family Protection Specialist Advanced/4558
- DHS ASWS/3745

will be sent electronically to expedite the process. within two business days of the request. This request will be made electronically and the list administrator at State Office to receive a list of qualified applicants in that hiring agent's region The personnel officer or single point of contact for hiring in the field may contact the processing

share information relating to salary increases and vacancies. DCPS is designing a brochure to Social Work in Mississippi as well as universities in bordering states within close proximity to recent graduates and alumni. Field Operations is making contact with all of the schools of disseminate to Ivy League universities to attract recent graduates. fairs and by communicating with the various schools of Social Work in an effort to recruit their In addition to the SPB website, DCPS will continue to recruit through university job boards, job

Olivia Y. Priority Hiring Process

allocations is attached in Appendix B assigned by county and the licensure/adoption staff is by region. A table of new PIN allocate positions to address staffing needs in field operations. The direct services staff is 2016, there were 195 vacancies. The caseload audit data revealed a need to adjust and relicensure/adoption workers and 28 field supervisors, and support staff positions. As of April 18, For SFY 2017, DCPS requested additional funds to hire 142 frontline workers,

intends to fill 285 frontline positions with qualified applicants on an expedited basis, as follows: Utilizing the results of the staffing analysis based on the caseload audit (Appendix A), DCPS

Priority Hiring Schedule	Frontline Positions to be Filled
April – June 2016	75
July - September 2016	120
October – December 2016	90
TOTAL	285

of staff will be added to the following quarter. If more than the allocated number of staff is hired in the time periods listed above, the overage

implementation of the Recruitment, Hiring and Retention Plan. Division Director = assigned Ö the Professional Development Unit **≦** oversee

outlined in Appendix C. and expedite the hiring process. Details of the current and planned hiring processes are DCPS HR will implement the following steps and guidelines with the field in order to streamline

- for the targeted areas. recruitment activity, interview qualified applicants, and obtain all necessary documents and July 5. complete hiring packets on site. The state of Mississippi Human Resources database processing. This team will be equipped with all of the forms and supplies needed to A HR team will travel from State Office to the highest needs (SPHARS) shuts DCPS will be unable to enter any personnel transactions between June 15 However, DCPS will utilize this time to mobilize teams to conduct down every year two weeks prior to the end of the fiscal year. areas to expedite
- reduce delays in the HR processes DCPS HR will hire additional State Office staff to process new hire packets, which will
- to being sent to HR. Beginning July 1, 2016, DCPS will accept scanned applications from DCPS will implement DocuSign HR paperwork. office prior to action taken on a recommendation. the field. hiring supervisor, the division director, finance and budgets, and executive office prior approval for hiring field staff. Currently, the action form requires signature from the Therefore, the field will not have to rely upon originals being mailed to state This will streamline the signature
- On July 1, 2016, SPB will no longer determine the minimum qualifications of a particular the job descriptions below: extending an offer of employment. These minimum qualifications will be determined by position. DCPS HR will determine if applicants meet the minimum qualifications prior to

Position	Function	Minimum Qualifications
		BS/BA in related
DHS Family Protection Worker I	Frontline worker	field
	Frontline worker, Regional	BS/BA in related
	Independent Living worker,	field year + 1 year
DHS Family Protection Worker II	Fingerprint Coordinator, etc.	of experience
DHS Family Protection Specialist	Frontline worker	BSW
		BSW +2 years of
DHS Family Protection Specialist	Licensure	experience
	Senior level frontline practice,	LSW +2 years of
	required for adoption specialist	experience or LSW
DHS Family Protection Specialist Senior	position	and MSW
	When the second second	LSW +4 years of
	Advanced level frontline practice,	experience or LSW
	Foster Care Review, Evaluation and	and MSW +2 years
DHS Family Protection Specialist Advanced	Monitoring	of experience

experience	Regional level supervisor	DHS Regional Social Work Supervisors
vears of		
LSW and MSW + 3		
experience OR		
LSW + 6 years of		
or experience	auber Araci / manager	S. C.
OT OVER STORE OF THE OWNER OWN	Ciponicor/manager	DHS Area Social Work Supervisor
and MSW +2 years	County or unit level	1
experience or LSW		
years of		
and in school + 3		
experience or LSW		
LSW +4 years of		
Qualifications	Function	Position
Minimum		日 日本日本日 日日 日本日 日 日 日 日 日 日 日 日 日 日 日 日

Training and Retention

classes beginning every eight weeks to scheduling classes every month, except December, with signed contract with our university partner. represents the number of staff who can begin training each month over the next year pending a increase of 396 more staff than the 217 staff we have trained this fiscal year. enable us to train at least 613 staff in the July 2016 – June 2017 training year, representing an two training classes in July 2016, September 2016, January 2017, and May 2017. must pass prior to receiving a caseload. The proposed plan is to shift the prior schedule of new of over 270 hours of both classroom and field work culminating in an exam which new workers Professional Development unit offers many levels of training. The Pre-Service Training consists Through a partnership with a public university and agency consultants in Mississippi, the The chart below This will

	Number of
Month to begin Training	slots
	available
April 2016	48
June 2016	25
July 2016	60
August 2016	30
September 2016	60
October 2016	90
November 2016	30
January 2017	90
February 2017	30
March 2017	60
April 2017	30
May 2017	60
Total	613

not in a cohort program and this is a very attractive incentive to many current staff and newly pay for the employee's education. The compressed schedule is also available to staff who are Monday or every other Friday. In addition to the cohort contracts, the scholarship program will eight 9-hour workdays and one 8-hour day per period with a day off on either every other participate in the MSW cohort, they will work on a compressed schedule, which consists of Work while maintaining full-time employment with the agency. compressed number of days. This offers staff the opportunity to receive a Master's in Social The tuition reimbursement program is an excellent tool for both recruitment and retention of The agency has partnerships with state public universities to offer MSW courses in a If an employee elects to

Facilities & Equipment

the needs have been identified, we will continue to work with MDHS to secure office space. existing offices. We are working with the MDHS designee to evaluate the current need. Once available to him to accomplish this task. We can currently accommodate 156 new staff in our coordinate office space for MDHS and DCPS. new employees with facilities and equipment/commodities. MDHS has identified a designee to DCPS determined the need to develop a more effective onboarding process to accommodate This individual has all of the necessary resources

are accounted for and will be provided upon hire of each new employee. and tablets as well as, compensation for travel and commodities in the budget request. These The request for appropriations included the need for equipment, including computers, phones,

efficiently. supervisors. The agency is in the process of equipping tablets and smartphones to frontline staff and The availability of enhanced technology will allow our staff to do their work more

Data Tracking and Trends

newly hired staff as well as turnover of existing staff. DCPS is developing procedures in the Human Resources Unit for tracking and reporting on

and reporting using the format below: estimated 180 agency separations will be tracked using an Excel spreadsheet for data trending HR will begin tracking all terminations, voluntary and involuntary on July 1, identify trends in turnover, and to facilitate targeted recruitment and retention efforts, DCPS order to develop a more valid and reliable tracking system for separations from the agency, to established DCPS HR intends to address this lack of data reporting capability systematically. In exist in tracking trends in separations, promotions and movement within the agency, the newly Voluntary Separation, Inter or Intra Agency Transfer, and Other. As data quality issues may agency (DCPS - division code 0662). The potential separation codes were: Death, Dismissed, The former MDHS Human Resources Director conducted a hand audit of separations from the

promotions and movement between units in the agency. tracking system will be implemented for other trends in the workforce, such as tracking tracking plan will be created. If the plan is successful in reliably tracking separation data, this 12 months that other reporting capabilities or efficiencies exist. If that is the case, a new Since these will be new efforts, not previously tracked by this unit, it may be realized in the next Director will validate the The DCPS HR Division Director will compare this manual tracking to SPAHRS data once a month. data using budget reports Additionally, the DCPS HR Division and funding codes from SPB.

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budget requests for SFY2018.

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DS Workers

ASWS

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Staff

ASWS

2016 - By Region

Resource PINS to be Received July 1.

0

Licensure

0

Adoption

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Total

7

2

Total ASWS
Total Staff

25

Direct Service and ASWS PINS to be Received July 1, 2016 - By County

Appendix B – DCPS Staff PIN Allocations for July 1, 2016

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EXHIBIT B

ASWS 4
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Staff
Staff
- By Region
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Budgets and Accounting; and Executive Office Written approvals received from Office Director,

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Personnel Officers A. Expensión ennimerant : Illes? eldianoques?

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be finalised by July 1 for SFY 2017) ut sate(), gainist doi selt no tot tasks gninist of voing show one feed to set butter to the

Start Date and Unboatding

Officer and/or Hiring Supervisor Responsible Staffs County Personnel

Mississippi Department of Child Protection Services

Core Hiring Processes

THE SPE, AND THE DCPS WEBSITE AT THE LOCAL OFFICES, THROUGH VIALICYTIONS CAN BE ACCEPTED

Translaws scheduled promptly within receipt of

etc, to the interview Ecense, professionel license, social security card, documents- diploma, certifications, driver's Ynematorin life guird of belitzon astabbing.*

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packets to county until such time they are made

Responsible Staff: Local Hiring Agent Transaction Managens

be neceived via USPS and/or electronically.

processed after receiving the completed packet. Packets can bras salfiO stat2 or abom nottebrosmorosal srist wall

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Responsible Staff: Transactions Managers and Local

needed, interview questions and score sheet can be

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Hiring Supervisor after receipt of the list. State Office Interviews Scheduled by County Personnel Officer or

Responsible Staff: State Office Admin.

their own lists of eligible candidates.

requested. Countles may also maintain It fill most tract at tell-wainnated

Agent to select 5 to 8 candidates for

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HR along with score sheet Interviews Conducted Promptly by a 3 person team with questions approved by

Central Registry Form, Background Check, and Pre-Employment Drug Screen Candidates sign the following forms at time of interviews Time Limited Form,

Responsible Staff: County Personnel Offices/Local Hising Staff, Transactions

Managers & Program Specialist

Responsible Staffs MDCPS HR Transaction

{snoitsofficent minimum qualifications}

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Pre-Screening of Applications/Resumes

These grainful lacoul

Responsible Staff: HR Admin. Asst. and

obtained and maintained locally, also

counties. Applications and resumes can be

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Applications/Resumes received via enail in

(E) szagensM Responsible Staffs MDCPS HR Transaction

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Advertise Vacant PIN's on 5PB, MS Works,

Responsible Staff, NOCPS HR SPOIV

or 50 Bureau Director Regional Director or Personnel Officer Diffice or 50 Department and Motify Identify Vacant PHV's for each Field

Mousepp Department of [Child Protection Services

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THERE ARE 3 THAUSACTIONS WANAGERS, DETAILED IN INNER OFFICE PROTOCOL. THIS PROCESS IS EFFECTIVE MAY 16, 2016

TRANSACTIONS MANAGERS ARE ENCOURAGED TO 45515T THE FIELD AND HIRING MANAGERS TA STATE OFFICE WITH THESE PROCESSES. ALL TRANSACTIONS MANAGERS ARE EVALLABLE TO ESSET WITH SCHEDULING OF HITTER/TEWS AND SERVING ON THE INTERVIEW PAREL IF DOCUMENTS ARE MASSING WHEN SENT TO STATE OFFICE OR IF THERE ARE ISSUES WITH BACKGROUND CHECKS, DELAYS OCCUR.